

INTRODUCTION

This position is located in a field Sector office of the Regulatory Enforcement and Animal Care program. The incumbent serves as secretary to the Sector Supervisor who is responsible for all operations in his/her designated Sector of the country. The incumbent relieves supervisor of a volume and wide variety of important clerical and administrative tasks.

A. DUTIES

Acts as office manager for the Sector office. Insures that practices and procedures used are consistent with those used by the Department, APHIS, and REAC.

Receives telephone calls and visitors to the office seeking information relating to the activities of the program; uses own judgment and discretion in determining whether matter requires the attention of supervisor, should be referred elsewhere, or can be handled personally, based on the application of a good general knowledge of the policies and procedures governing the work of the office.

Using word processing equipment (e.g. personal computer) with a variety of software packages, types correspondence, reports, and records in final form from rough drafts. Insures correct punctuation, capitalization, spelling, grammar, and conformance to style.

Receives and reviews all incoming correspondence, reports, memoranda, and other materials; refers to supervisor items of importance which require his/her personal attention, assembling and furnishing related current and background materials and correspondence needed by supervisor to take necessary action and/or reply.

Independently refers correspondence, requests, etc. to the proper field employee within the Sector and follows up to assure required action was taken.

On own initiative, or through verbal instructions, composes, prepares, and/or types correspondence, memoranda and other materials for supervisor's signature on a variety of matters requiring a somewhat comprehensive knowledge of policies, procedures, rules, regulations, and practices governing such matters.

When an Acting Supervisor is necessary in the absence of Sector Supervisor, incumbent is responsible for briefing that person regarding office procedures and bringing them up to date on any program matters which are pending.

In the absence of supervisor, maintains a file of correspondence and events in order to brief him/her upon return to the office. Is responsible for the receipt, control, logging, safekeeping and necessary action on all classified material received in the office.

Maintains awareness of all Sector activities as well as the location and current status of statistics, memoranda, circulars, and other directives from Headquarters, files and reports on all projects, and makes material available to Sector Supervisor for reference as needed.

On own initiative, and from material received from various sources, prepares instructional or informational material for issuance to Sector field personnel.

Reviews correspondence, documents, and other materials prepared for supervisor's signature for correct grammatical construction, clarity of expression, spelling, format and conformance to existing policies and procedures; makes necessary corrections not affecting technical aspects or consults with originating source for clarification.

Arranges appointments and conferences for supervisor with responsibility for committing his/her time based on a knowledge of work schedule, prior commitments, etc. Arranges staff meetings/work conferences, etc.; prepares agenda, notifies participants, secures adequate conference room space. Assembles and develops necessary background information for supervisor. As required, attends conferences, takes notes on important matters, and summarizes notes for later reference by supervisor.

Responsible for the maintenance of a variety of files and determines the need for records required for the efficient operation of the office, following retention schedule found in Records Management Handbook. Establishes new files/filing system when necessary.

Makes travel arrangements for supervisor; prepares requests for attendance at meetings and travel authorizations for supervisor and other Sector employees; follows up on approval of requests as necessary; prepares travel vouchers.

Receives itineraries, weekly activity reports, Requests for Leave, etc. from field personnel. Obtains necessary approval/signature from Sector Supervisor. Prepares Time and Attendance reports for entire Sector; maintains T&A files, responds to Leave Error reports from NFC, and answers any questions from field personnel regarding T&A's.

Receives and/or prepares a variety of documents (e.g. SF-52, AD-581, AD-347, W-4's etc.) to be forwarded to Headquarters and/or Field Personnel Services for processing. Maintains personnel related files for Sector employees (e.g. work folders, travel records, etc.) in accordance with Agency policy. Is responsible for preparing requests for training (SF-182's), obtaining necessary signatures, and forwarding to Headquarters for approval and/or processing. Maintains training files (hardcopy and/or automated) for all Sector employees.

Assists Administrative Assistant in maintaining orderly inventory of a variety of items and preprinted brochures, forms, etc. needed to conduct daily operations. Receives and fills requests for equipment, stock items and forms from office and field personnel located throughout the Sector. Prepares necessary documents and/or makes appropriate telephone requests to obtain these supplies.

B. FACTORS

Factor 1. Knowledge Required by the Position

Knowledge of the overall duties, responsibilities, commitments, goals, and priorities of the REAC program as they relate to the Sector field personnel and to the clerical and administrative functions performed in the Sector office.

Non-technical knowledge of the policies, procedures, and regulations governing the work carried on by the Sector is necessary due to the frequent contacts required by this position with field employees, officials of other agencies, REAC Headquarters staff, public interest groups, and industry representatives.

Knowledge of office procedures necessary to establish and maintain office files, retrieve and assemble information and documents from the files, and review and ascertain items in publications and literature in which supervisor is interested.

Knowledge of correct grammar, spelling, punctuation, style and format to insure that completed correspondence is correct.

Skill in operating word processing equipment. A qualified typist is required.

Knowledge of the Federal Travel Regulations.

Knowledge of procedures for obtaining supplies; must be familiar with a variety of forms and what they are used for.

Factor 2. Supervisory Controls

The Sector Supervisor establishes the overall objectives of the work based on the priorities and needs of the office. Incumbent has full responsibility for the clerical operation of the office with little or no supervision. The incumbent plans and carries out the day-to-day tasks independently, referring only very unusual problems or questionable matters requiring professional decisions to supervisor or other staff. Due to extensive travel and attendance at meetings by Sector Supervisor, incumbent must often make decisions independently, taking actions based on judgment, initiative, and in accordance with established policies.

Factor 3. Guidelines

Available guidelines include: APHIS Directives, Department Regulations, Animal Welfare Act, APHIS Correspondence Manual, Records Management Handbook, Airline Guide, Time and Attendance Manual and dictionaries.

The secretary uses judgment in locating and selecting the appropriate guidelines, references, and procedures for application to specific cases, and in determining which problems that arise are critical to supervisor and who in office, Sector, or Staff is handling current situation. Situations to which existing guidelines cannot be applied or where significant deviations occur require incumbent to be flexible in determining what alternatives to use.

Factor 4. Complexity

The work involves the full range of clerical procedures including: handling the mail, receiving visitors and callers, setting up meetings on own authority, making extensive and often complicated travel arrangements, and gathering material for use by supervisor at meetings, conferences, and when preparing correspondence and reports.

Incumbent is solely responsible for making sure deadlines are met, often working under pressure and short time frames. The secretary must frequently make decisions concerning the running of the office in the absence of the Sector Supervisor. Decisions made by the incumbent are based on the knowledge of the REAC program, significance of the people sending mail or calling, and the goals, priorities, and commitments of the Sector Supervisor. The chosen course of action may have to be selected from many alternatives.

Factor 5. Scope and Effect

The purpose of the work is to relieve the supervisor of day-to-day office details so he/she can concentrate more intensively on program matters. The incumbent insures the work of the office flows smoothly and requests are met promptly and efficiently.

The work affects the reliability and reputation of the REAC program throughout the Sector. Due to the amount of time the Sector Supervisor must spend away from the office, the secretary is often called upon to speak on his/her behalf. Errors in judgment or supplying incorrect or incomplete information could cause serious consequences in program operations.

Factor 6. Personal Contacts

Contacts are with office co-workers, Sector field personnel, officials of other agencies, REAC Headquarters Staff members, the Field Servicing Office, the National Finance Center, representatives of State governments, and public interest and humane organizations.

This office is the central point of contact for the entire Sector and this position is who contact would frequently be with. The secretary must use a great deal of tact in dealing with people within and outside the Agency since this program is surrounded by much public concern, controversy and/or industry opposition and constantly open to criticism by the media and other interested groups.

Factor 7. Purpose of Contacts

The contacts are to exchange information, provide and clarify facts, and coordinate work efforts to achieve the proper and smooth running of the office and field activities. The incumbent is often the liaison between the field employees of the Sector and Headquarters Staff.

Factor 8. Physical Demands

The work is generally sedentary. No special physical qualifications are required to perform the work. The work requires the ability to move around the office and carry light items.

Factor 9. Work Environment

The work is performed in a typical office setting.